



VIA E-MAIL

October 1, 2019

Joseph Durso
MuckRock News
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Re: Freedom of Information Act Request – 19-FOI-00213

Your September 25, 2019 request for information made under the Freedom of Information Act (FOIA) was received via e-mail by Amtrak's FOIA Office on September 25, 2019.

Your request seeks emails sent by or received by Robert Jordan, Assistant Vice President of/for Customer Service and Stations containing any of the below keywords/complete phrases, without the quotes from the beginning of 2019 to the present.

"line"	"gates"
"line"	"boarding conductors"
"queue"	"boarding conductor"
"queues"	"assigned seat"
"queuing"	"assigned seats"
"platform"	"assigned seating"
"platforms"	"seating assignment"
"airport security"	"signage"
"airport"	"pinch point"
"tsa"	"pinch points"
"airline"	"choke point"
"boarding"	"choke points"
"gate"	

Your request has been classified as a Category II – that is, a request from the media. Requesters in this category receive the first 100 pages of reproduction free of charge. Thereafter, requesters are charged 25 cents per page for reproduction of records.

We are working through our backlog of requests. The estimated date for a response to your request is February 2, 2020.

If you have any questions regarding the processing of your request, please feel free to contact me at foiarequests@amtrak.com. For ease of reference, your request has been assigned tracking number **19-FOI-00213**.

Sincerely,
Rebecca Conner
Manager, Records and Information Management